

IEM Digital Services

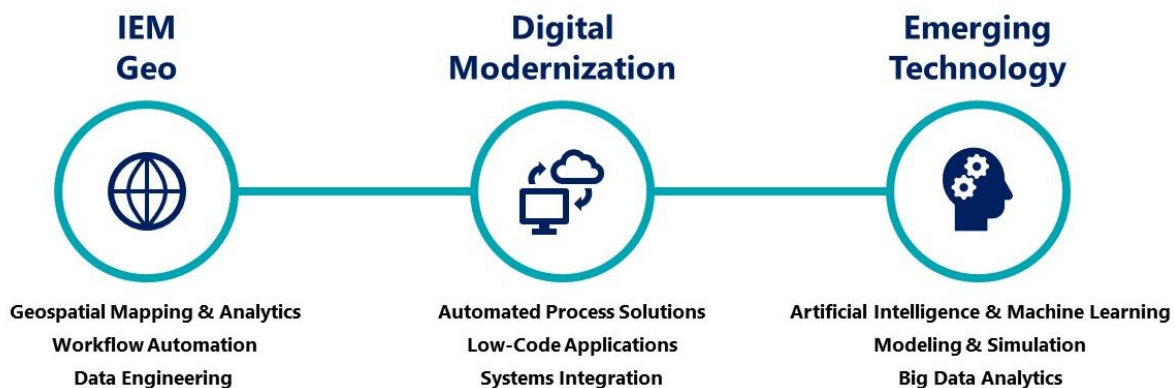


Who Are We?

IEM Digital Services is an “**Innovation**” hub within IEM, bringing an established track record of designing, building, and implementing cutting-edge technologies that move the needle for our customers.

We are **platform** and **tool-agnostic**, working collaboratively with our customers to deliver the services they require, on time, on budget, and with confidence. Digital Services is a **fully matrixed team** working across areas of technology expertise to write algorithms, build software, and provide enhanced analytics for mission-driven systems and applications.

Core Offerings



Advanced Analytics

Decision-makers at all levels need case projections, real-time data, and actionable information to make informed choices for the betterment of their agency. IEM leverages our solutions by implementing **artificial intelligence** (AI) tools, **parallel processing on graphics processing units** (GPUs), **geographic information system** (GIS) mapping, and dynamic, customized reporting dashboards to provide leaders with visualization tools to make informed decisions without delay.

Low-Code Solutions

IEM's selection of a low-code platform with a best-in-class workflow engine and security profile allows the Digital Services designers and developers to focus on custom features at the speed of the mission. IEM's tailored approach to solution development emphasizes the **speed of design** and **delivery, cost-effectiveness, accuracy, compliance, and security**, all of which are key to rapidly scaling up after a state-wide disaster.

Workflow Automation

Recognizing the cost of inefficient workflows, IEM prioritizes building solutions that leverage an agency's **existing software tools** to **streamline and automate mission-critical functions**. The IEM Team specializes in designing solutions on our client's **existing software platform** to automate workflows, add customized tools, integrate dynamic dashboards, and initiate push-button reporting – alleviating hundreds of hours of manual labor and reducing error margins.

IEM GEO

IEM GEO provides customized, data-driven solutions built on industry-leading GIS platforms, offering key advantages to support a variety of missions.



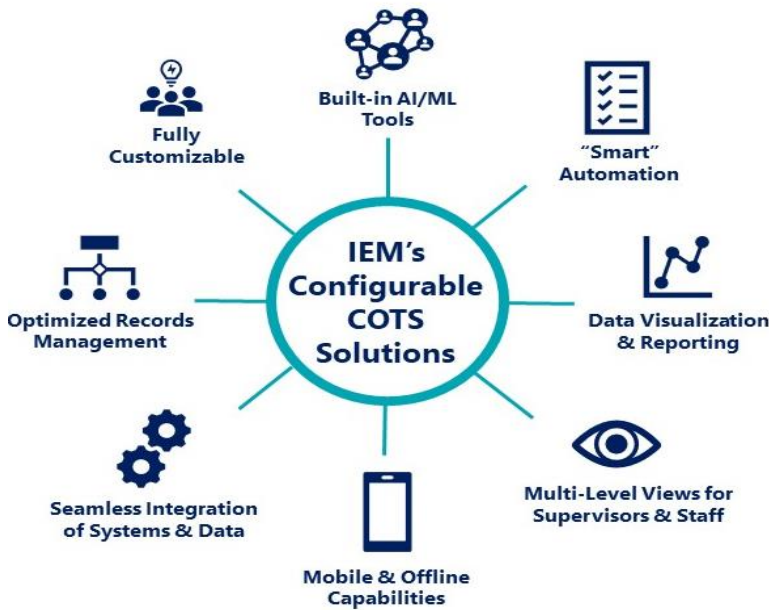
Decision-Maker Support: Every web map and dashboard contains multiple layers with critical information to support decision-making.



User-Friendly Interfaces: Our tools are easy to navigate and optimized for efficiency in the field for operators and end users.



Secure platforms and applications: Using leading platforms like Esri (among others), we integrate with other systems to maximize investments, security, and privacy.



Digital Modernization

The IEM Team works in industry-leading platforms to develop software that works. Our **award-winning solutions** are designed to automate workflows for a wide range of missions, from law enforcement and public health to emergency management and grants administration. Our demo-ready suite of configurable software includes:

- CMS.IQ for Case Management
- RMS.IQ for Records Management
- OMS.IQ for Offender Management
- GrantWise for Grants Management
- HireCycle.IQ for Hiring and Recruiting
- HAIQ for Mortgage Assistance
- RAIQ for Rental Assistance

Emerging Technology

IEM brings together **cutting-edge** AI/ML tools and approaches to build practical solutions for our customers.



Language-Learning Models (LLM)

Deep learning technology will revolutionize the way we support critical missions



Digital Twin

Our system architecture applies digital twin technologies for smart cities and geospatial modernization efforts



Modeling & Simulation

Research modelers at IEM support everything from preparedness planning to pandemic outbreak projections



Big Data Analytics

We leverage PaaS, SaaS and open-source technologies to harness data for better decision-making